

DERWENT-ACC-NO: 2002-000982

DERWENT-WEEK: 200237

COPYRIGHT 1999 DERWENT INFORMATION LTD

TITLE: Management system for service calls in
intelligent telecommunication network, has master
modules each associated with service calls, control
module assembly and call processing module assembly

INVENTOR: COUTURIER, A

PATENT-ASSIGNEE: ALCATEL[COGE] , ALCATEL SA[COGE], ALCATEL
ALSTHOM CIE GEN
ELECTRICITE[COGE], COUTURIER A[COUTI]

PRIORITY-DATA: 2000FR-0004019 (March 30, 2000)

PATENT-FAMILY:

PUB-NO	PAGES	MAIN-IPC	PUB-DATE	LANGUAGE
EP 1139219 A1	009	G06F 009/46	October 4, 2001	F
JP 2002142238 A	024	H04Q 003/545	May 17, 2002	N/A
AU 200131319 A	000	H04M 003/42	October 4, 2001	N/A
FR 2807260 A1	000	H04M 003/50	October 5, 2001	N/A
US 20010026615 A1	000	H04M 007/00	October 4, 2001	N/A

DESIGNATED-STATES: AL AT BE CH CY DE DK ES FI FR GB GR IE IT
LI LT LU LV MC MK
NL PT RO SE SI TR

APPLICATION-DATA:

PUB-NO	APPL-DATE	APPL-DESCRIPTOR	APPL-NO
EP 1139219A1	March 8, 2001	N/A	2001EP-0400604

JP2002142238A	N/A	2001JP-0088164
March 26, 2001		
AU 200131319A	N/A	2001AU-0031319
March 26, 2001		
FR 2807260A1	N/A	2000FR-0004019
March 30, 2000		
US20010026615A1	N/A	2001US-0816465
March 26, 2001		

INT-CL (IPC): G06F009/46, H04L029/06 , H04M003/00 ,
H04M003/42 ,
H04M003/50 , H04M003/56 , H04M007/00 , H04Q003/00 ,
H04Q003/545 ,
H04Q007/20

ABSTRACTED-PUB-NO: EP 1139219A

BASIC-ABSTRACT:

NOVELTY - One of a number of master modules (M) receives service calls C from a network (T). On reception of each call it sends information I to an access control module assembly (E). The master module than decides whether to accept the call based on data D received from the access control assembly. If the call is accepted the master module sends a second set of data (Ir) to a call processing module assembly (Er).

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for a) an automated management method of service calls and for b) a dynamic addition method of new access control modules and/or call processing modules to the management system.

USE - For establishing communication with subscriber either via standard telecommunication network, via Internet (Voice over IP or VoIP) or for establishing teleconference or video conference, private network (Virtual Private Network or VPN), calls with special tariff (e.g. 0800 number), etc.
Especially suitable for complex systems, e.g. production

chain, nuclear plant
center.

ADVANTAGE - High performance dynamic system which can
identify caller, its
geographical area, etc.

DESCRIPTION OF DRAWING(S) - The drawing shows one of call
processing modules
according to the invention.

master module M

network T

access control module assembly E

call processing module assembly Er

ABSTRACTED-PUB-NO: US20010026615A

EQUIVALENT-ABSTRACTS:

NOVELTY - One of a number of master modules (M) receives
service calls C from a
network (T). On reception of each call it sends information
I to an access
control module assembly (E). The master module then decides
whether to accept
the call based on data D received from the access control
assembly. If the
call is accepted the master module sends a second set of data
(Ir) to a call
processing module assembly (Er).

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included
for a) an automated
management method of service calls and for b) a dynamic
addition method of new
access control modules and/or call processing modules to the
management system.

USE - For establishing communication with subscriber either
via standard
telecommunication network, via Internet (Voice over IP or
VoIP) or for
establishing teleconference or video conference, private
network (Virtual

Private Network or VPN), calls with special tariff (e.g. 0800 number), etc.

Especially suitable for complex systems, e.g. production chain, nuclear plant center.

ADVANTAGE - High performance dynamic system which can identify caller, its geographical area, etc.

DESCRIPTION OF DRAWING(S) - The drawing shows one of call processing modules according to the invention.

master module M

network T

access control module assembly E

call processing module assembly Er

CHOSEN-DRAWING: Dwg.4/4

TITLE-TERMS: MANAGEMENT SYSTEM SERVICE CALL INTELLIGENCE
TELECOMMUNICATION

NETWORK MASTER MODULE ASSOCIATE SERVICE CALL
CONTROL MODULE

ASSEMBLE CALL PROCESS MODULE ASSEMBLE

DERWENT-CLASS: T01 W01

EPI-CODES: T01-H07C3A; T01-H07C3B; T01-H07C5A; T01-H07C5C;
T01-H07C5E;

W01-A07G; W01-B; W01-C02A7A; W01-C02B;

SECONDARY-ACC-NO:

Non-CPI Secondary Accession Numbers: N2002-000713